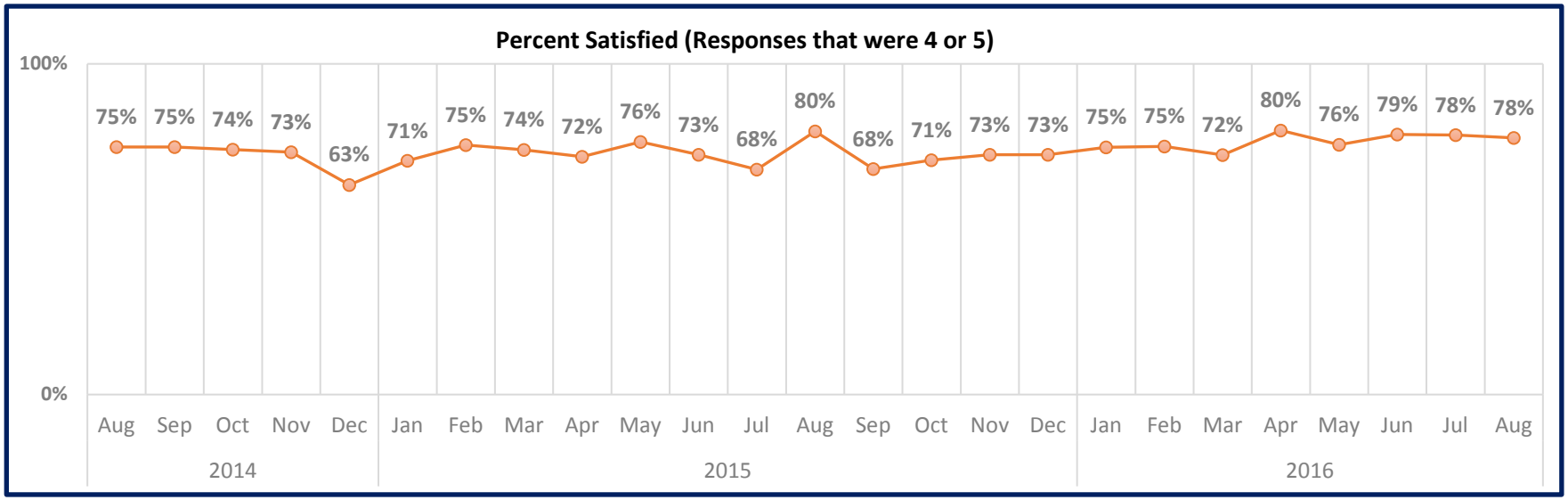
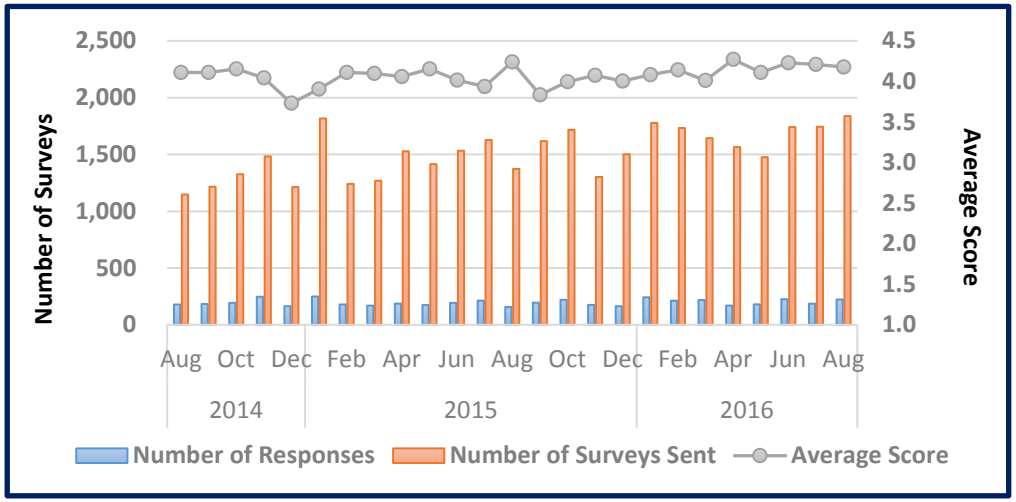
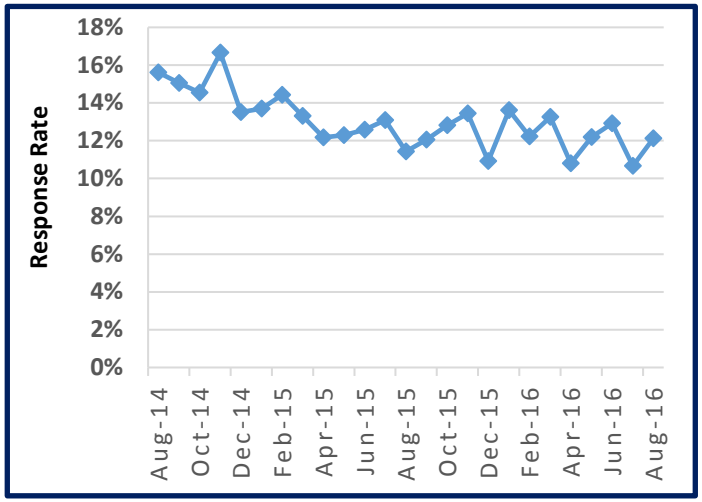
1. CSS Human Resources: Overall Customer Satisfaction (Rated on a scale of 1 - 5)

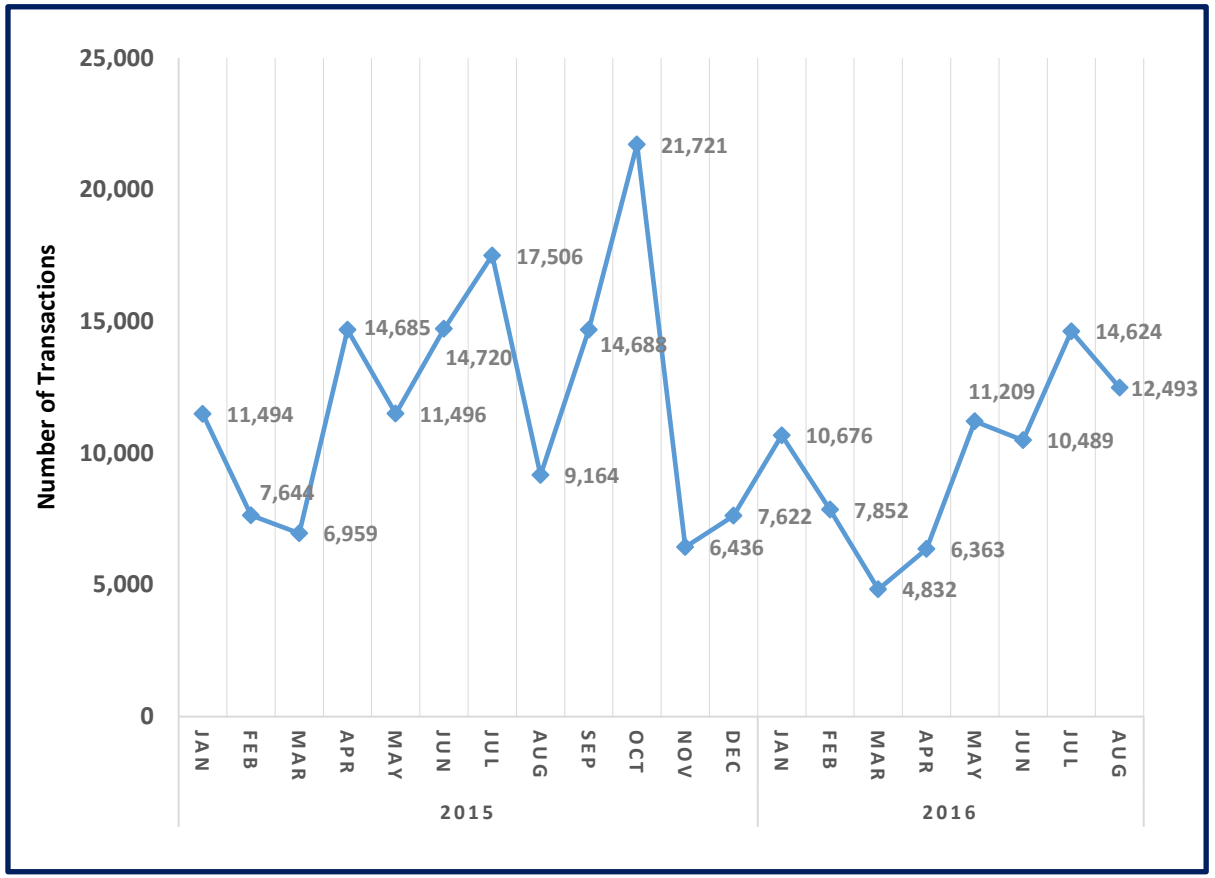






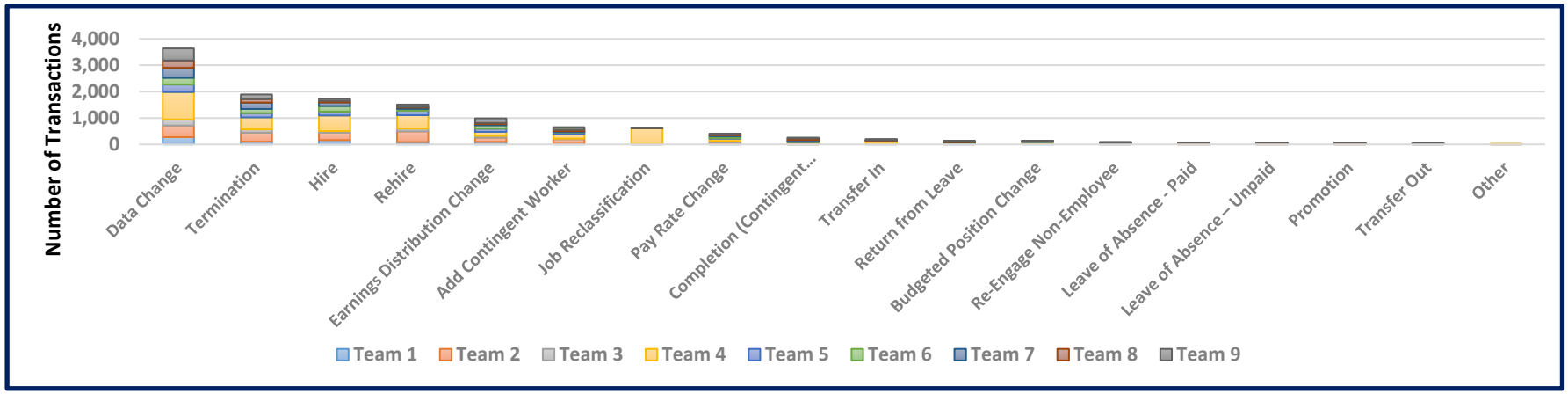
2. CSS Human Resources: Number of HCM Transactions Entered - Trending

Date	Number of Transactions
2015	
Jan	11,494
Feb	7,644
Mar	6,959
Apr	14,685
May	11,496
Jun	14,720
Jul	17,506
Aug	9,164
Sep	14,688
Oct	21,721
Nov	6,436
Dec	7,622
2016	
Jan	10,676
Feb	7,852
Mar	4,832
Apr	6,363
May	11,209
Jun	10,489
Jul	14,624
Aug	12,493
Grand Total	**222,673**



3. CSS Human Resources: Number of HCM Transactions Entered by Action and Service Team - Aug 2016

Number of Transactions	Service Team									
Action Description	Team 1	Team 2	Team 3	Team 4	Team 5	Team 6	Team 7	Team 8	Team 9	Grand Total
Data Change	274	441	233	1,034	289	252	381	278	456	3,638
Termination	102	344	123	455	160	158	244	131	176	1,893
Hire	163	280	61	591	147	212	137	62	75	1,728
Rehire	87	408	105	507	166	71	51	26	89	1,510
Earnings Distribution Change	95	159	67	154	123	125	47	45	171	986
Add Contingent Worker	22	176	20	173	66	18	27	57	93	652
Job Reclassification	4	3	5	601	3	2	2	3	2	625
Pay Rate Change	5	60	63	88	28	65	37	17	45	408
Completion (Contingent Workers	1	10	4	76	3	5	71	58	28	256
Transfer In	6	10	6	106	6	10	7	8	44	203
Return from Leave	5	8	8	16	8	30	9	43	5	132
Budgeted Position Change	25	20	2	42	12	17	10	1	2	131
Re-Engage Non-Employee	2	14		32	7	4	3	5	27	94
Leave of Absence - Paid	2	5	4	13	3	8	7	22	3	67
Leave of Absence – Unpaid	2	13	4	11	6	7	3	15	2	63
Promotion	1	8	12	15	1	9	4	7	4	61
Transfer Out	1	3	4	13	3	1	2	4	9	40
Other	2	1		3						6
Grand Total	**799**	**1,963**	**721**	**3,930**	**1,031**	**994**	**1,042**	**782**	**1,231**	**12,493**



Glossary of Terms

Number of HCM Transactions Entered
The month in which a transaction was entered. HCM transactions are not an indicator of CSS HR workload.

Action Description
High level category that describes the HCM transaction entered.

Reason Description
A more detailed description of the HCM transaction entered. The Reason description rolls up to any one of the high level Action descriptions.

Service Team
The dedicated staff assigned to support a specific set of units.